

# The Pipeline

Vol. 1999, Number 23

June 25, 1999

## CFC Internal Customer Service Appreciation Week a Success

The lobby of the Human Resources Building was filled June 14-18 with informative booths set up by offices of the Cabinet for Families and Children.



*Tonya Sparrow of CFC's Family Resource/Youth Services Center and Christie Faulkner (sitting), daughter of FRYSC's Mary Faulkner, staffed the FRYSC booth while caring for life-like dolls.*

The booths, motivational speakers, and entertainment were all part of CFC's Internal Customer Service Appreciation Week – a time to show appreciation for outstanding customer service from fellow employees, and to recognize the one-year anniversary of CFC's restructuring.

Visitors to the booths had an opportunity to vote for their favorite booths in several categories. There were also prizes for individuals nominated for providing good customer service.

Eric Petty of the Office of Performance Enhancement won the grand prize for good customer service, a weekend at a Kentucky State Park.

The winning booths were:

*Most Creative:* Office of Technology Services; Runner-up: Division of Policy Development

*Most Informative:* Division of Child Support; Runner-up: Division of Family Support

*Friendliest:* Department for Disability Determinations Services; Runner-up: Division of Child Support



*The Country Rockers entertained. Ann Aukerman of CFC's Office of Performance Enhancement, who initiated Customer Service Appreciation Week, is at the far right.*

## Retirements

A retirement reception will be held for **Dorothy Jones** of Unemployment Insurance June 30, 1:30-3:30 p.m., Tax Status and Accounting Branch office, second floor of the Human Resources Building.

A reception will be held for **Robin Hearn** of Disability Determinations July 2, 2-4 p.m., at First City Complex. Call Bonnie Cox at (502)564-5028 for more information.

The Logan County Protection & Permanency Office invites everyone to a retirement reception at the office, 343 West Third Street in Russellville, July 20, 5-9 p.m., for **Sandra Barrow, Pam Young and Sherry Guion.**



## Central Office Notes and Activities

- **STARS** will be closing a week earlier this year because of implementation of MARS July 1. Families and Children, Division of Financial Management, must receive all payment documents by June 30.
- New **CFC t-shirts** are available for ordering now. The shirts are stone-colored and are \$10 for S, M, L and XL; \$11 for XXL and XXXL. Call Bonnie Cox at 564-5028 to place your order. She will also accept orders via e-mail.
- The **American Red Cross** will take donations of blood July 7, 9 a.m. – 1:30 p.m. in the lobby of the Health Services Building. Division recruiters will make appointments for the drive. For additional information, call Dora Kerns, of the Cabinet for Health Services, (502)564-2772, ext. 126, or Debbie Armstrong, of the Cabinet for Families and Children, (502)564-7770.
- The **Fibromyalgia Support Group** meets at 7 p.m. the third Thursday of each month at Highland Christian Church. Everyone is invited. The next meeting will be July 15. For more information, call Linda Burke, CHS public health, (502)564-7213.
- The **aerobics program** gets a workout every Tuesday and Thursday at 5 p.m. in the cafeteria. Call Beth Bates at (502)564-7718 for more information.
- Nominations for the Cabinet for Families and Children **Employees of the Month** are due by the 15<sup>th</sup> of each month. Contact Charlene Nation or Carmen Maxson in Employees Services, (502)564-7770, for more information.

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## In the Next Pipeline

- *A Recap of the KCHIP Kickoff with Naomi Judd (Including photos)*
- A Report on Welfare in Kentucky
- And Much More

## KECC '99 Kick-Off Planned

The 1999 Kentucky Employees Charitable Campaign (KECC) will officially kick off Aug. 31 for all agencies housed in the Human Resources Building complex. Kickoff festivities, held on the grounds of the Human Resources Building, will include fun, games and food, and will revolve around a theme of football and carnivals.

Each year state employees throughout Kentucky give generously of their time, talent, and money to raise funds for KECC, and those funds raised help finance needed community services.

Call your cabinet's chairperson of the '99 Campaign if you would like to help.

### 1999 KECC chairpersons:

**Bonnie Cox**, CFC, (502)564-5028

**Kelly Ranvier**, CHS, (502)564-4527

**Danny Goins**, Workforce, (502)564-5331

All three agencies will work together on the Aug. 31 kickoff, and money raised will be credited equally among the three.

If your office would like to set up a carnival-style booth Aug. 31, call Ellen Downey at (502)564-8050, ext. 4254. Prizes will be awarded to the best booths in several categories, including the most creative and the biggest moneymaker.

### **KECC Yard Sale**

CFC staff at the First City Complex offices, child support and disability determinations, will hold their annual yard sale June 30, 10 a.m. – 1 p.m. All proceeds will go to KECC.

If you have items to donate, call or e-mail Bonnie Cox and she will pick them up. All donations are welcome except clothing.

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**Pipeline**, a weekly newsletter for employees of the Cabinets for Families and Children and Health Services, welcomes reader comments and contributions. Items for *Pipeline* are due by 4:30 p.m. Tuesday; items for intercom announcements are due by 4:30 p.m. Monday. Call (502) 564-6786 or send information to Patricia Boler at [Patricia.Boler@mail.state.ky.us](mailto:Patricia.Boler@mail.state.ky.us)



*Donna Herndon (right.) accepted the Circle of Service Award for Calloway United Benevolent Services, CUBS, in Murray. CFC Secretary Viola Miller congratulated her.*

## Community Groups Honored

Local community groups that provide outstanding services to Kentucky's families in need were recognized at an awards luncheon June 17. Circle of Service Awards, established by the Commission on Human Services Collaboration, were presented to seven groups selected from 35 nominees as most outstanding.

The Commission works with several state cabinets, including the Cabinet for Families and Children, to improve human services and promote partnerships among state and local agencies and organizations.

Betsy Farley, formerly with CFC and now with the Cabinet for Health Services, was also honored for her contributions to the Commission and its goals.

The winning groups were: Anderson County Interagency Council; Barren County Safe Spot, Inc.; Calloway United Benevolent Services (CUBS); Children's Advocacy Team (CAT) of Ashland; Family Connection at Foust; Neighborhood Place, of Louisville and Promoting Effective Parenting (PEP) of Monticello.

## Be Informed

Read news releases from the Cabinets for Families and Children and Health Services at  
[http://cfc-chs.chr.state.ky.us/media\\_releases/media.htm](http://cfc-chs.chr.state.ky.us/media_releases/media.htm).

## SFY '99 Coming to a Close

**BE A WINNER!!** Submit all documents, both electronic and hard copy, to the Financial Management and Reporting Branch (FMRB) for processing as soon as possible. They must be submitted to the Finance and Administration Cabinet no later than JULY 2, 1999.

**TRAVEL VOUCHERS** (DOA-34) for May '99 must be received by FMRB no later than COB JUNE 28 to be processed in SFY '99. All DOA-34 forms received after JUNE 28, 1999 must be submitted on the new travel voucher form.

**QUESTIONS???** If you have any questions regarding this year's closeout, contact FMRB at (502) 564-8890. Time is running out!! Do not hold June 30 documents for submission!!!

## Donated Sick Leave Needed

**Ethel Wood** of CFC's Procurement Branch is on sick leave following surgery. To donate time, call Carmen Maxson at (502) 564-7770.

**Mildred McCrady**, of CFC's Marshall County Child Support, is on extended sick leave after having a stroke. To donate time, contact Lane Sirls, (270)527-0662.

**Donna Aldridge** of the Division of Laboratory Services in the Dept. for Public Health is currently on leave after having surgery. Contact Regina Hutcherson at (502)564-4446 to donate time.

**Joyce Turley** of Medicaid Services, who was seriously injured in an automobile accident February 10, also needs donated sick leave. Contact Peggy Puckett at 564-5472.

**Ruth Wilhoite** of CFC's Family Support is on leave following back surgery. To donate sick leave, contact Charlene Nation or Carmen Maxson at (502) 564-7770.

**Christy McVay** of CFC's Christian County Protection and Permanency is on extended leave as a result of her husband's tragic work related injury in which he was severely burned. To donate sick leave, contact Joyce Caldwell at (502) 889-6570.

**Joyce Price** of CFC's Pulaski County Family Support office is on medical leave due to complications from her fourth cancer-related surgery. To donate leave, please contact Pam Leigh at (606) 677-4103.

**Sue Anderson** of CFC's Allen County Family Support office has been on leave since April 1 and is in need of donated sick leave. To donate leave, contact Charlene Nation at (502) 564-7770.

## MARS Trouble-Shooting Team Identified for Health Services

The Cabinet for Health Services has identified a team of trouble-shooters to aid MARS stakeholders with questions and problems they may encounter once MARS goes live on July 1.

Though the Finance and Administration Cabinet has established a Customer Resource Center (CRC) to assist with questions regarding MARS and other Simplified Administration Projects, CHS anticipates that most MARS questions can be answered within the cabinet. The CRC has asked that internal problem solving be used before calling CRC for assistance (except in the area of vendor maintenance).

Below is a list of CHS team members and how to contact them. CHS-MARS Stakeholders will be receiving a more detailed list describing specifically those areas in which each “trouble-shooter” will be ready to assist.

### Account Coding:

Gwen Fuqua 564-4765 or [Gwen.Fuqua@mail.state.ky.us](mailto:Gwen.Fuqua@mail.state.ky.us)

### ADVANTAGE FINANCIAL

#### Cash Receipts and Inter-accounts:

John Bailey 564-2772 x 153 or [John.Bailey@mail.state.ky.us](mailto:John.Bailey@mail.state.ky.us)

#### General Accounting:

(journal vouchers, navigating tables, inquiries)

John Bailey 564-2772 x 153 or [John.Bailey@mail.state.ky.us](mailto:John.Bailey@mail.state.ky.us)

#### Project/Grant Accounting:

Debbie Kamer 564-4765 x 151 or

[Debbie.Kamer@mail.state.ky.us](mailto:Debbie.Kamer@mail.state.ky.us)

John Bailey 564-2772 x 153 or [John.Bailey@mail.state.ky.us](mailto:John.Bailey@mail.state.ky.us)

#### Fixed Assets Inventory:

Brenda Vincent 564-6631 or

[Brenda.Vincent@mail.state.ky.us](mailto:Brenda.Vincent@mail.state.ky.us)

Arch Carr 564-2772 x 145 or [Arch.Carr@mail.state.ky.us](mailto:Arch.Carr@mail.state.ky.us)

### BRASS

Paul Royce 564-2781x 114 or [Paul.Royce@mail.state.ky.us](mailto:Paul.Royce@mail.state.ky.us)

#### Chart of Account Maintenance:

John Bailey

564-2772 x 153 or

[John.Bailey@mail.state.ky.us](mailto:John.Bailey@mail.state.ky.us)

### MHMRS:

Judy Peek (facilities) (502) 886-4431 x 212

[JLPeek@mail.state.ky.us](mailto:JLPeek@mail.state.ky.us)

Ron Southworth (central office) 564-4860

[RLSouthworth@mail.state.ky.us](mailto:RLSouthworth@mail.state.ky.us)

Bekki Miracle 564-4860

[Bmiracle@mail.state.ky.us](mailto:Bmiracle@mail.state.ky.us)

### PROCUREMENT DESKTOP (Purchasing)

#### Purchasing:

Ann Hall (procedures) 564-6631 or

[AnnB.Hall@mail.state.ky.us](mailto:AnnB.Hall@mail.state.ky.us)

Vicky James 564-6631 or

[Vicky.James@mail.state.ky.us](mailto:Vicky.James@mail.state.ky.us)

#### Contracts:

Arch Carr 564-2772 x 145 or [Arch.Carr@mail.state.ky.us](mailto:Arch.Carr@mail.state.ky.us)

#### Payments:

Arch Carr 564-2772 x 145 or [Arch.Carr@mail.state.ky.us](mailto:Arch.Carr@mail.state.ky.us)

#### Vendor Maintenance:

Customer Resource Center 564-9641, 1-877-973-(HELP) (1-

877-973-4357) or [FinanceCRC@mail.state.ky.us](mailto:FinanceCRC@mail.state.ky.us) or

<http://resource.state.ky.us.com>

#### Pro-Card:

Gwen Fuqua 564-4765 or [Gwen.Fuqua@mail.state.ky.us](mailto:Gwen.Fuqua@mail.state.ky.us)

#### Security:

Jane Wilson 564-2157 or [Jane.Wilson@mail.state.ky.us](mailto:Jane.Wilson@mail.state.ky.us)

#### Software:

Tim Vinegar 564-6478 x 3349 or

[Tim.Vinegar@mail.state.ky.us](mailto:Tim.Vinegar@mail.state.ky.us)

Dave Tucker 564-6478 x 3349 or

[Dave.Tucker@mail.state.ky.us](mailto:Dave.Tucker@mail.state.ky.us)

#### Timekeeping:

Donna Parker—MHMR 564-9234 or

[DJParker@mail.state.ky.us](mailto:DJParker@mail.state.ky.us)

Anna Fitzgerald—all other CHS agencies 564-2157 or

[Anna.Fitzgerald@mail.state.ky.us](mailto:Anna.Fitzgerald@mail.state.ky.us)

### TRAINING

James Driver 564-2781 or

[James.Driver@mail.state.ky.us](mailto:James.Driver@mail.state.ky.us)

### TRAVEL

Sharon Wilkins 564-8890 x 140 or

[Sharon.Wilkins@mail.state.ky.us](mailto:Sharon.Wilkins@mail.state.ky.us)

Renay Hickman 564-8890 x 150 or

[Renay.Hickman@mail.state.ky.us](mailto:Renay.Hickman@mail.state.ky.us)